

Listing of the Claims

1. (Currently Amended) A method for organizing related communication messages ~~communications in databases, the method~~ comprising:

receiving ~~at least one~~ a first extensible markup language XML(XML)-based ~~communication~~ message from ~~at least one~~ a first communication device ~~associated with a~~ first user;

~~using comparing one or more a received XML tag tags within from the at least one~~ first XML-based message to one or more references, wherein each reference is associated ~~with one or more~~ identify a second XML-based communication message stored in one of a ~~first database or a second database, the second XML-based communication message having~~ been previously received from the first user, the first XML-based communication message ~~being of a different communication medium than the second XML-based communication~~ message previous messages;

~~selecting a reference that most closely matches one or more of the XML tags;~~

converting the ~~received message~~ first XML-based communication message into a converted message having a format associated with the one of the first or second database ~~that stores the second XML-based communication message~~ at least one database associated ~~with the matching reference; and~~

causing the converted message to be stored in association with the second XML-based ~~communication message in the one of the first or second database that stores the second~~ XML-based communication message a first database when the reference is associated with ~~the first database or a second database when the reference is associated with the second~~ database.

2. (Currently Amended) The method as in claim 1, wherein the first XML-based communication message and the second XML-based communication message received message and a previous message corresponding to the selected reference are substantially related to a same topic ~~one another~~.
3. (Original) The method as in claim 1, further comprising enabling a telecommunications service that organizes related communications in one or more databases.
4. (Currently Amended) The method as in claim 1, further comprising:
converting a ~~next~~third XML-based communication message into a same format as the converted message when the ~~next~~third XML-based communication message has one or more XML tags that match the XML tags of ~~a previous~~the first XML-based communication message; and
forwarding the ~~next~~, converted third XML-based communication message to a database associated with the converted message.
5. (Currently Amended) The method as in claim 1, wherein the ~~at least one received~~first XML-based message comprises a Document Type Definition ("DTD").
6. (Currently Amended) The method as in claim 1, further comprising:
selecting an initial database when ~~no reference most closely matches one or more of the XML tags of the received message~~the second XML-based communication message is not identified;
converting the receivedfirst XML-based communication message into a format corresponding to the selected, initial database; and

forwarding the converted first XML-based communication message to the selected, initial database.

7. (Currently Amended) The method as in claim 1, further comprising: forwarding ~~an~~ the first XML-based communication message comprising a DTD to the ~~at least one~~ first communication device when the first XML-based communication message comprises a Document Type Definition.
8. (Currently Amended) The method as in claim 1, wherein the ~~at least one~~ first communication device is at least one of a voicemail server, a facsimile server, an email server, or a web server.
9. (Currently Amended) The method as in claim 1, wherein the ~~database~~ format of the one of the first or second database that stores the second XML-based communication message comprises ~~is~~ at least one of Oracle, Sybase, MySQL, MsQL, or DB2.
10. (Currently Amended) The method as in claim 1, further comprising: forwarding a responsive XML-based message comprising a ~~DTD~~ Document Type Definition to a mediation web server.
11. (Previously Presented) The method as in claim 1, further comprising: forwarding a confirmation message to at least one of a customer agent or a customer.
12. (Previously Presented) The method as in claim 1, further comprising: forwarding at least one of a voicemail message, a facsimile message, an email message, or an Internet

message to a customer agent.

13. (Currently Amended) The method as in claim 1 wherein the ~~at least one~~first XML-based communication message is received from a customer agent.

14. (Currently Amended) A system for organizing related ~~communications in databases;~~
~~the system~~communication messages comprising:

a mediation web server operable to:

receive ~~at least one~~a first XML-based communication message from ~~at least one~~a first communication device associated with a first user;

use ~~compare one or more~~a received XML tags withintag from the first XML-
based communication message to ~~one or more references, wherein each reference is~~
~~associated with one or more~~ identify a second XML-based communication message
stored in one of a first database or a second database, the second XML-based
communication message having been previously received from the first user, the first
XML-based communication message being of a different communication medium
than the second XML-based communication message previous messages;

~~select a reference that most closely matches one or more of the XML tags;~~

~~convert the received message~~first XML-based communication message into a
converted message having a format associated with the one of the first or second
database that stores the second XML-based communication message at least one
database associated with the matching reference; and

cause the converted message to be stored in association with the second XML-
based communication message in the one of the first or second database that stores the
second XML-based communication message a first database when the reference is

~~associated with the first database or a second database when the reference is associated with the second database.~~

15. (Currently Amended) The system as in claim 14, wherein the first XML-based communication message and the second XML-based communication message received message and a previous message corresponding to the selected reference are substantially related to ~~one another~~ a same topic.

16. (Original) The system as in claim 14, wherein the web server is further operable to enable a telecommunications service that organizes related communications in one or more databases.

17. (Currently Amended) The system as in claim 14, wherein the web server is further operable to:

convert a ~~next~~third XML-based communication message into a same format as a previously converted message when the ~~next~~third XML-based communication message's message has one or more an XML tags match tag that matches the XML tag~~st~~ag of a ~~previous~~the first XML-based communication message; and

forward the ~~next~~; converted third XML-based communication message to ~~a same~~ database associated with the ~~previously converted message to~~ the one of the first or second database.

18. (Currently Amended) The system as in claim 14, wherein the ~~at least one~~ received first XML-based message comprises a Document Type Definition ("DTD").

19. (Currently Amended) The system as in claim 14, wherein the web server is further operable to:

select an initial database when ~~no reference most closely matches one or more of the XML tags of the received message~~the second XML-based communication message is not identified;

convert the received first XML-based communication message into a format corresponding to the selected, initial database; and

forward the converted first XML-based communication message to the selected, initial database.

20. (Currently Amended) The system as in claim 14, wherein the web server is further operable to: forward ~~an~~the first XML-based communication message comprising a Document Type Definition ("DTD") to the ~~at least one~~first communication device when the first XML-based communication message comprises a Document Type Definition.

21. (Currently Amended) The system as in claim 14 wherein the ~~database~~ format of the one of the first or second database that stores the second XML-based communication message comprises is at least one of Oracle, Sybase, MySQL, MsQL, or DB2.

22. (Currently Amended) The system as in claim 14 further comprising: at least one communication control device responsive to the mediation web server, the communication control device operable to forward a responsive XML-based message comprising a Document Type Definition.

23. (Previously Presented) The system as in claim 22, wherein the communication

control device is at least one of a voicemail server, a facsimile server, an email server, or a web server.

24. (Previously Presented) The system as in claim 14 wherein the web server is further operable to forward a confirmation message to at least one of a customer agent or a customer.

25. (Previously Presented) The system as in claim 14 wherein the web server is further operable to forward at least one of a voicemail message, a facsimile message, an email message, or an Internet message to a customer agent.

26. (Cancelled)

27. (Cancelled)

28. (Cancelled)

29. (Currently Amended) A method as defined in claim 1, wherein ~~comparing the one or more XML tags within the at least one XML-based message to the one or more references~~
using the received XML tag from the first XML-based message to identify the second XML-based communication message comprises:

extracting a first portion of data stored in the ~~at least one first~~ XML-based
communication message;

retrieving a second portion of data associated with the ~~one or more previous~~
messages second XML-based communication message; and

determining if the first portion and the second portion match.

30. (Currently Amended) A method as defined in claim 1, wherein ~~comparing the one or more XML tags within the at least one XML-based message to the one or more references using the received XML tag from the first XML-based message to identify the second XML-based communication message~~ is performed before ~~the~~ converting the first XML-based communication message and before causing the converted message to be stored in the one of the first database or the second database.

Please add the following new claims:

31. (New) A method as defined in claim 1, wherein the first XML-based communication message comprises one of a voicemail message, a facsimile message, an email message, or an Internet message, and the second XML-based communication message comprises a different one of a voicemail message, a facsimile message, an email message, or an Internet message.

32. (New) A method as defined in claim 1, wherein the second XML-based communication message is from a second communication device associated with the first user, the first and second communication devices being of different types.

33. (New) A method as defined in claim 1, further comprising:
retrieving the first XML-based communication message and the second XML-based communication message from the one of the first or second database that stores the second XML-based message; and
sending the first XML-based communication message and the second XML-based communication message to a second communication device associated with a service provider.